In re: Szlam et al.
Filed: November 10, 1999
Serial No.: 09/437,414
Page 2

In the Claims:

1-92 (Cancelled)

93.   (Currently Amended)   A   method   for   managing

communications, comprising:

       processing inbound ~~communications~~calls;

       processing outbound calls~~communications~~;

       obtaining a statistic on said outbound ~~communications~~calls;
and

       adjusting said processing of said inbound calls~~communications~~
based upon said statistic.

94.   (Currently Amended)   The method of claim 93, wherein

said step of processing inbound ~~communications~~calls comprises

connecting said inbound ~~communications~~calls to agents; and said

step of adjusting said processing comprises reducing the number of

said inbound ~~communications~~calls which are connected to said

agents if said statistic exceeds a predetermined value.

95.   (Currently Amended)   The method of claim 93, wherein

said step of processing inbound ~~communications~~calls comprises

In re: Szlam et al.
Filed: November 10, 1999
Serial No.: 09/437,414
Page 3

connecting said inbound ~~communications~~calls to agents; said step

of obtaining a statistic on said outbound ~~communications~~calls

comprises obtaining information on the duration of said outbound

~~communications~~calls, and said step of adjusting said processing

comprises reducing the number of said inbound ~~communications~~calls

which are connected to said agents if said duration exceeds a

predetermined value.

In re: Szlam et al.
Filed: November 10, 1999
Serial No.: 09/437,414
Page 4

96. (Currently Amended) A method for managing communications, comprising:

processing inbound ~~communications~~calls;

processing outbound ~~communications~~calls;

obtaining a statistic on said inbound ~~communications~~calls; and

adjusting said processing of said outbound ~~communications~~calls based upon said statistic.

97. (Currently Amended) The method of claim 96 wherein said step of processing outbound ~~communications~~calls comprises initiating said outbound ~~communications~~calls, and said step of adjusting comprises reducing the number of said outbound ~~communications~~calls which are initiated if said statistic exceeds a predetermined value.

98. (Currently Amended) The method of claim 96 wherein said step of processing outbound ~~communications~~calls comprises initiating said outbound ~~communications~~calls, said step of obtaining a statistic on said inbound ~~communications~~calls comprises obtaining information on the duration of said inbound

In re: Szlam et al.
Filed: November 10, 1999
Serial No.: 09/437,414
Page 5

~~communications~~calls, and said step of adjusting said processing

comprises reducing the number of said outbound ~~communications~~calls

which are initiated if said duration exceeds a predetermined

value.

In re: Szlam et al.
Filed: November 10, 1999
Serial No.: 09/437,414
Page 6

99. (Currently Amended) A method for managing communications, comprising:

provifing for the processing inbound ~~communications~~calls;

providing for the processing outbound ~~communications~~calls;

obtaining a statistic on said inbound ~~communications~~calls; and

providing for adjusting said processing of said outbound ~~communications~~calls based upon said statistic.

100. (Currently Amended) The method of claim 99 wherein said step of providing for the processing outbound ~~communications~~calls comprises initiating said outbound ~~communications~~calls, and said step of providing for adjusting said processing comprises reducing the number of said outbound ~~communications~~calls which are initiated if said statistic exceeds a predetermined value.

101. (Currently Amended) The method of claim 99 wherein said step of providing for the processing of outbound ~~communications~~calls comprises initiating said outbound ~~communications~~calls, said step of obtaining a statistic comprises obtaining information on the duration of said inbound

In re: Szlam et al.
Filed: November 10, 1999
Serial No.: 09/437,414
Page 7

~~communications~~calls, and said step of providing for adjusting said
processing comprises reducing the number of said outbound
~~communications~~calls which are initiated if said duration exceeds a
predetermined value.

06/24/2004 THU 15:48 FAX ⬤URQUE ASSOCIATES PA

PAGE 8/9 * RCVD AT 6/24/2004 4:58:06 PM [Eastern Daylight Time] * SVR:USPTO-EFXRF-2/0 * DNIS:7465744 * CSID: * DURATION (mm-ss):02-02